

VIRTUAL CALL CENTER

ABSTRACT OF THE DISCLOSURE

A system and methods are provided for enabling real-time call control with minimal requirements for dedicated telecommunications PBX and dedicated switching equipment. Dynamic call routing is handled by a network carrier's equipment and an interface is provided at the carrier switch to dynamically redirect calls from outside of the carrier's network. A call's signaling channel and bearer (voice) channel are separated, allowing the voice carriage to continue to be handled by the network carrier, but the routing of the call is controlled from outside of the carrier's network. A real-time signaling path and interface is provided into the carrier network such that the associated routing decisions and business logic can remain outside of the carrier network, while the carrier network continues to carry the voice channels.

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